

IN THE CLAIMS:

1 1. (CURRENTLY AMENDED) A method for controlling call routing by a communica-
2 tion system, comprising:

3 receiving a call;

4 executing a script in response to receiving said call, said script having instructions
5 that when executed by the system control routing of said call in the system, the script in-
6 cluding at least one call routing instruction that references a variable, a value of the vari-
7 able specifying being a telephone number of a destination of the call;

8 reading the value for said variable from a database, said database including a plu-
9 ality of telephone numbers of destinations, said database having said value updated in
10 response to action by a user; and

11 setting the variable equal to the value, to determine the destination of the call in
12 response to the value.

1 2. (ORIGINAL) The method as in claim 1, further comprising:

2 reading said value of said variable from said database in response to execution of
3 said at least one call routing instruction.

1 3. (CURRENTLY AMENDED) The method as in claim 1, further comprising:

2 computing a variable expression, in response to execution of said at least one call
3 routing instruction, in determining said telephone number of said destination.

1 4. (CANCELLED)

- 1 5. (ORIGINAL) The method as in claim 1, further comprising:
2 executing said at least one call routing instruction in response to said value read
3 from said database.
- 1 6. (ORIGINAL) The method as in claim 1, further comprising:
2 executing by said script said at least one call routing instruction to read a selected
3 variable from a plurality of variables whose respective values are stored in said database.
- 1 7. (ORIGINAL) The method as in claim 6, further comprising:
2 specifying by said respective values one of a destination telephone number, trunk
3 group, and DNIS.
- 1 8. (CURRENTLY AMENDED) A communication system, comprising:
2 means for receiving a call;
3 means for executing a script in response to receiving said call, said script having
4 instructions that when executed by the system control routing of said call in the system,
5 the script including at least one call routing instruction that references a variable, a value
6 of the variable ~~to specify~~being a telephone number of-a destination of the call;
7 means for reading the value for said variable from a database, said database in-
8 cluding a plurality of telephone numbers of destinations, said database having said value
9 updated in response to action by a user; and
10 means for setting the variable equal to the value, to determine the destination of
11 the call in response to the value.
- 1 9. (ORIGINAL) The communication system of claim 8, further comprising:

2 means for reading said value of said variable from said database in response to
3 execution of said at least one call routing instruction.

1 10. (CURRENTLY AMENDED) The communication system of claim 8, further com-
2 prising:

3 means for computing a variable expression, in response to execution of said at
4 least one call routing instruction, in determining said telephone number of said destina-
5 tion.

1 11. (CANCELLED)

1 12. (ORIGINAL) The communication system of claim 8, further comprising:

2 means for executing said at least one call routing instruction in response to said
3 value read from said database.

1 13. (ORIGINAL) The communication system of claim 8, further comprising:

2 means for executing by said script said at least one call routing instruction to read
3 a selected variable from a plurality of variables whose respective values are stored in said
4 database.

1 14. (ORIGINAL) The communication system of claim 13, further comprising:

2 means for specifying by said respective values one of a destination telephone
3 number, trunk group, and DNIS.

1 15. (CURRENTLY AMENDED) A communication system, comprising:
2 an interface to receive a call;
3 a routing engine to execute a script in response to receiving said call, said script
4 having instructions that when executed by the routing engine control routing of said call
5 in the system, the script including at least one call routing instruction that references a
6 variable, a value of the variable ~~to specify~~ being a destination of the call;
7 a database, said database holding the value for said variable, said database having
8 said value updated in response to action by a user; and
9 said routing engine configured to, in response to said at least one call routing in-
10 struction, read said value for said variable from said database, said routing engine further
11 configured to set the variable equal to the value, to determine a destination of the call in
12 response to the value.

1 16. (ORIGINAL) The communication system as in claim 15, further comprising:
2 a database engine to read said value of said variable from said database in re-
3 sponse to execution of said at least one call routing instruction.

1 17. (PREVIOUSLY PRESENTED) The communication system as in claim 15 wherein
2 said routing engine is further configured to compute a variable expression, in response to
3 execution of said at least one call routing instruction, in determining said destination.

1 18. (PREVIOUSLY PRESENTED) The communication system as in claim 15 wherein
2 said at least one call routing instruction is configured to specify one of a telephone num-
3 ber, trunk group, and DNIS, to which the call is to be routed.

1 19. (PREVIOUSLY PRESENTED) The communication system as in claim 15, wherein
2 said routing engine is further configured to execute said at least one call routing instruc-
3 tion in response to said value read from said database.

1 20. (PREVIOUSLY PRESENTED) The communication system as in claim 15, further
2 comprising: a retriever circuit to read a selected variable from a plurality of variables
3 whose respective values are stored in said database.

1 21. (PREVIOUSLY PRESENTED) The communication system as in claim 20, wherein
2 said variables are configured to specify, said respective values, one of a destination tele-
3 phone number, trunk group, and DNIS.

1 22. (CURRENTLY AMENDED) ~~A computer readable media, comprising:~~
2 ~~said computer readable media having instructions written thereon for execution on a~~
3 ~~processor for the practice of the method of controlling call routing by a communication~~
4 ~~system, comprising,~~
5 Software encoded in one or more tangible computer readable media and when executed
6 operable to:
7 receive ing a call;
8 execute ing a script in response to receiving said call, said script having instruc-
9 tions that when executed ~~by the system~~ control routing of said call ~~in the system~~, the
10 script including at least one call routing instruction that references a variable, a value of
11 the variable ~~specifying being a telephone number of~~ a destination of the call;
12 read ing the value for said variable from a database, said database including a plu-
13 rality of telephone numbers of destinations, said database having said value updated in
14 response to action by a user; and

15 set~~ting~~ the variable equal to the value, to determine the destination of the call in
16 response to the value.

1 23. (CANCELLED)

1 24. (CURRENTLY AMENDED) A method for controlling call routing in a communica-
2 tion system, the method comprising the steps of:

3 reading at least one call routing instruction from a call routing script, the call rout-
4 ing instruction controlling the routing of a call to a destination, the call routing instruction
5 including at least one variable whose value is undetermined prior to run-time of the call
6 routing instruction;

7 at run-time of the call routing instruction, accessing a database external to the
8 script and determining the value of the variable by reading a field of the database, the
9 value of the variable ~~specifying being~~ a particular trunk group for that is the destination
10 of the call; and

11 executing the call routing instruction using the value of the variable from the da-
12 tabase.

1 25. (PREVIOUSLY PRESENTED) The method of claim 24 further comprising the step
2 of:

3 modifying the field of the database to associate a new value with the variable, to
4 thereby change the operation of the call routing instruction without modifying the call
5 routing instruction itself.

1 26. (PREVIOUSLY PRESENTED) The method of claim 25 wherein the step of modi-
2 fying is performed by a user.

1 27. (CURRENTLY AMENDED) A method for controlling call routing in a communica-
2 tion system, the method comprising the steps of:

3 reading at least one call routing instruction from a call routing script, the call rout-
4 ing instruction controlling the routing of a call to a destination, the call routing instruction
5 including at least one variable whose value is undetermined prior to run-time of the call
6 routing instruction;

7 at run-time of the call routing instruction, accessing a database external to the
8 script and determining the value of the variable by reading a field of the database, the
9 value of the variable specifying being a dialed number identification service (DNIS) that
10 is the destination of the call; and

11 executing the call routing instruction using the value of the variable from the da-
12 tabase.

1 28. (PREVIOUSLY PRESENTED) The method of claim 27 further comprising the step
2 of:

3 modifying the field of the database to associate a new value with the variable, to
4 thereby change the operation of the call routing instruction without modifying the call
5 routing instruction itself.

1 29. (PREVIOUSLY PRESENTED) The method of claim 28 wherein the step of modi-
2 fying is performed by a user.

1 30. (CURRENTLY AMENDED) A communication system for call distribution, the
2 communication system comprising:

a call routing engine configured to read at least one call routing instruction from a call routing script, the instruction controlling the routing of a call to a destination, the call routing instruction including at least one variable whose value is undetermined prior to run-time of the call routing instruction, the call routing engine further configured to execute the call routing instruction; and

a retriever circuit configured to access a database external to the script at run-time of the script and configured to determine the value of the variable from a field of the database, the value of the variable ~~to specify being~~ a particular trunk group that is the destination of ~~for~~ the call, the retriever circuit to supply the value to the call routing engine.

31. (PREVIOUSLY PRESENTED) The communication system of claim 30 further comprising:

an interface configured to associate a new value with the variable, to thereby change the operation of the call routing instruction without modification of the call routing instruction itself.

32. (PREVIOUSLY PRESENTED) The communication system of claim 31 wherein the interface is a user interface, and wherein the association of the new value with the variable is in response to a user action.

33. (CURRENTLY AMENDED) A communication system for call distribution, the communication system comprising:

a call routing engine configured to read at least one call routing instruction from a call routing script, the instruction controlling the routing of a call to a destination, the call routing instruction including at least one variable whose value is undetermined prior to run-time of the call routing instruction, the call routing engine further configured to execute the call routing instruction; and

a retriever circuit configured to access a database external to the script at run-time of the script and configured to determine the value of the variable from a field of the database, the value of the variable ~~to specify being~~ a dialed number identification service (DNIS) ~~for that is the destination of~~ the call, the retriever circuit to supply the value to the call routing engine.

34. (PREVIOUSLY PRESENTED) The communication system of claim 33 further comprising:

an interface configured to associate a new value with the variable, to thereby change the operation of the call routing instruction without modification of the call routing instruction itself.

35. (PREVIOUSLY PRESENTED) The communication system of claim 34 wherein the interface is a user interface, and wherein the association of the new value with the variable is in response to a user action.

36. (NEW) A method comprising:

reading at least one call routing instruction from a call routing script, the call routing instruction controlling the routing of a call to a destination, the call routing instruction including a variable expression whose value when evaluated is the destination of the call, the value of the variable expression undetermined prior to run-time of the call routing instruction;

at run-time of the call routing instruction, evaluating the variable expression in part by accessing a database external to the script;

executing the call routing instruction using the value of the variable expression.

1 37. (NEW) The method of claim 36 wherein the variable expression is an index into an
2 array in the database, which stores a mapping of one or more caller-entered digits to call
3 destinations.

1 38. (NEW) The method of claim 36 further comprising:
2 modifying at least one field of the database to change the value of the variable
3 expression when executed, without modifying the call routing instruction.

1 39. (NEW) An apparatus comprising:
2 a call routing engine configured to read at least one call routing instruction from a
3 call routing script, the instruction controlling the routing of a call to a destination, the call
4 routing instruction including a variable expression whose value when evaluated is the
5 destination of the call, the value of the variable expression undetermined prior to run-time
6 of the call routing instruction,
7 a retriever circuit configured to access data in a database external to the script at
8 run-time of the script; and
9 wherein the call routing engine is further configured to evaluate the value of the
10 variable expression in part using the data from the database, and to execute the call routing
11 instruction using the value of the variable expression.

1 40. (NEW) The apparatus of claim 39 wherein the variable expression is an index into an
2 array in the database, which stores a mapping of one or more caller-entered digits to call
3 destinations.

1 41. (NEW) The apparatus of claim 39 further comprising:

2 an interface configured to modify at least one field of the database to change the
3 value of the variable expression when executed, without modification of the call routing
4 instruction.